

1 / 15

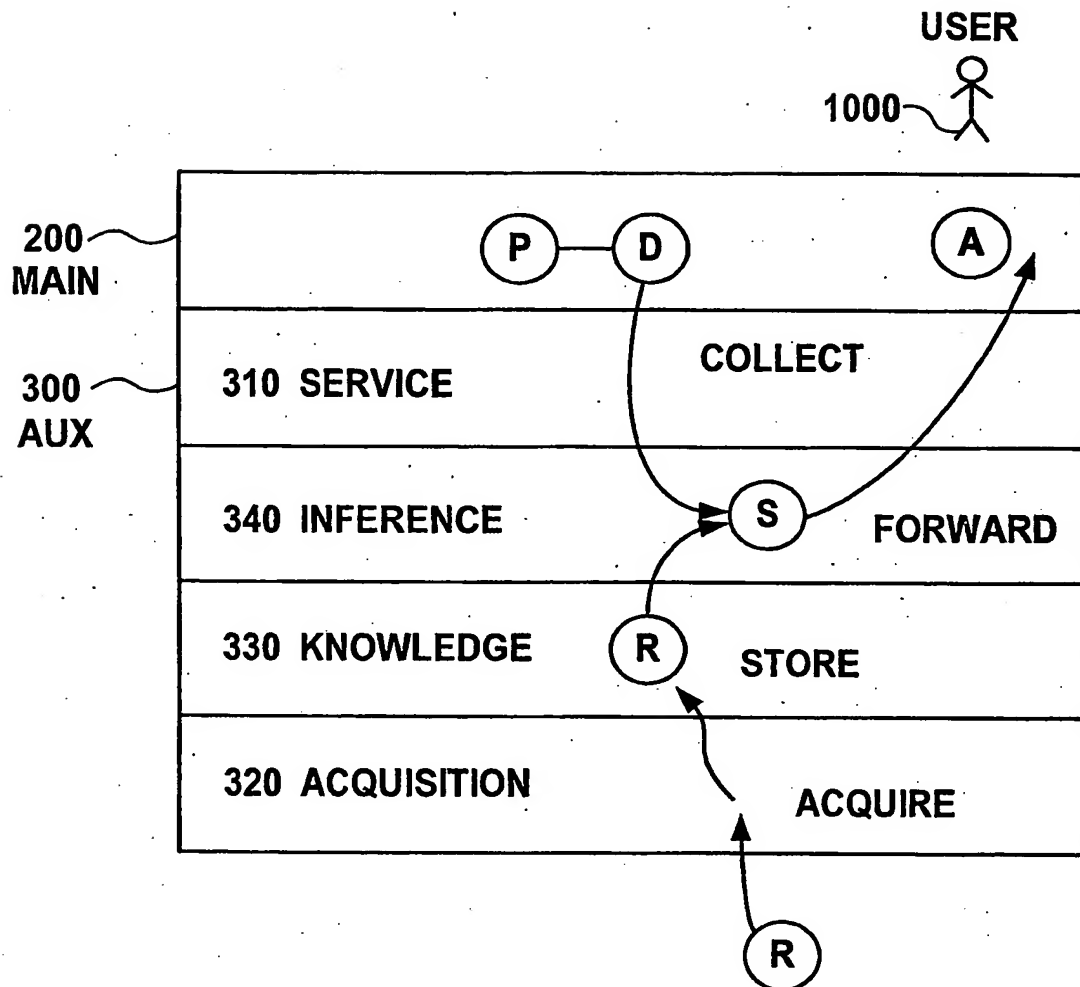
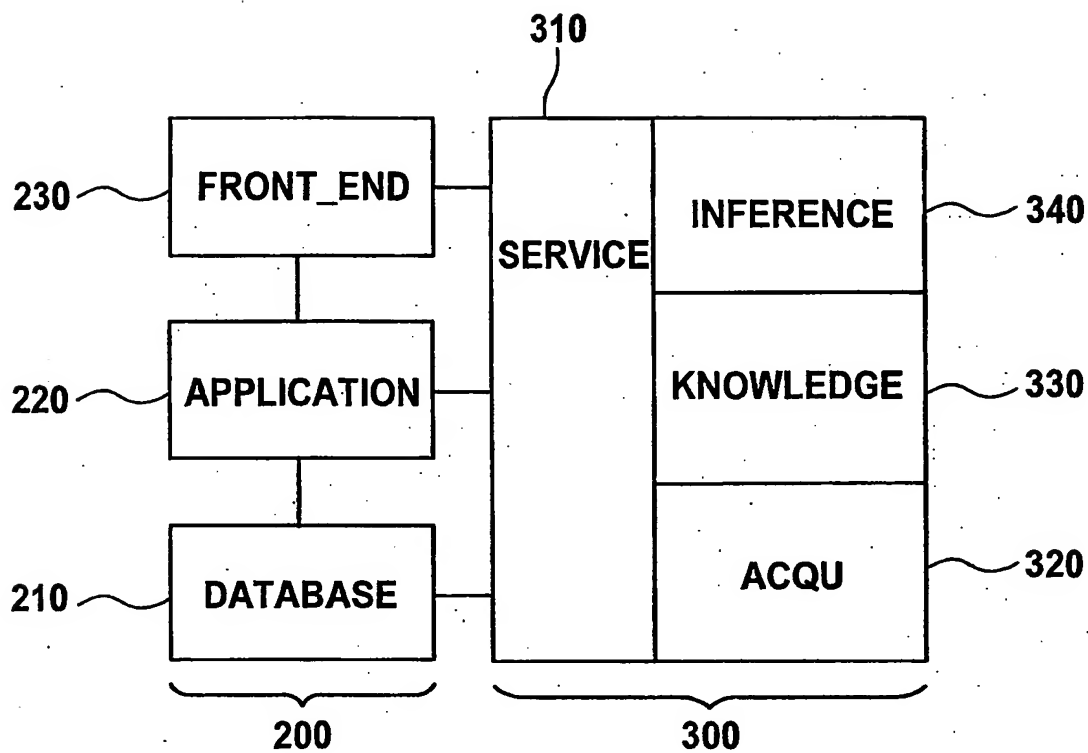


FIG. 1

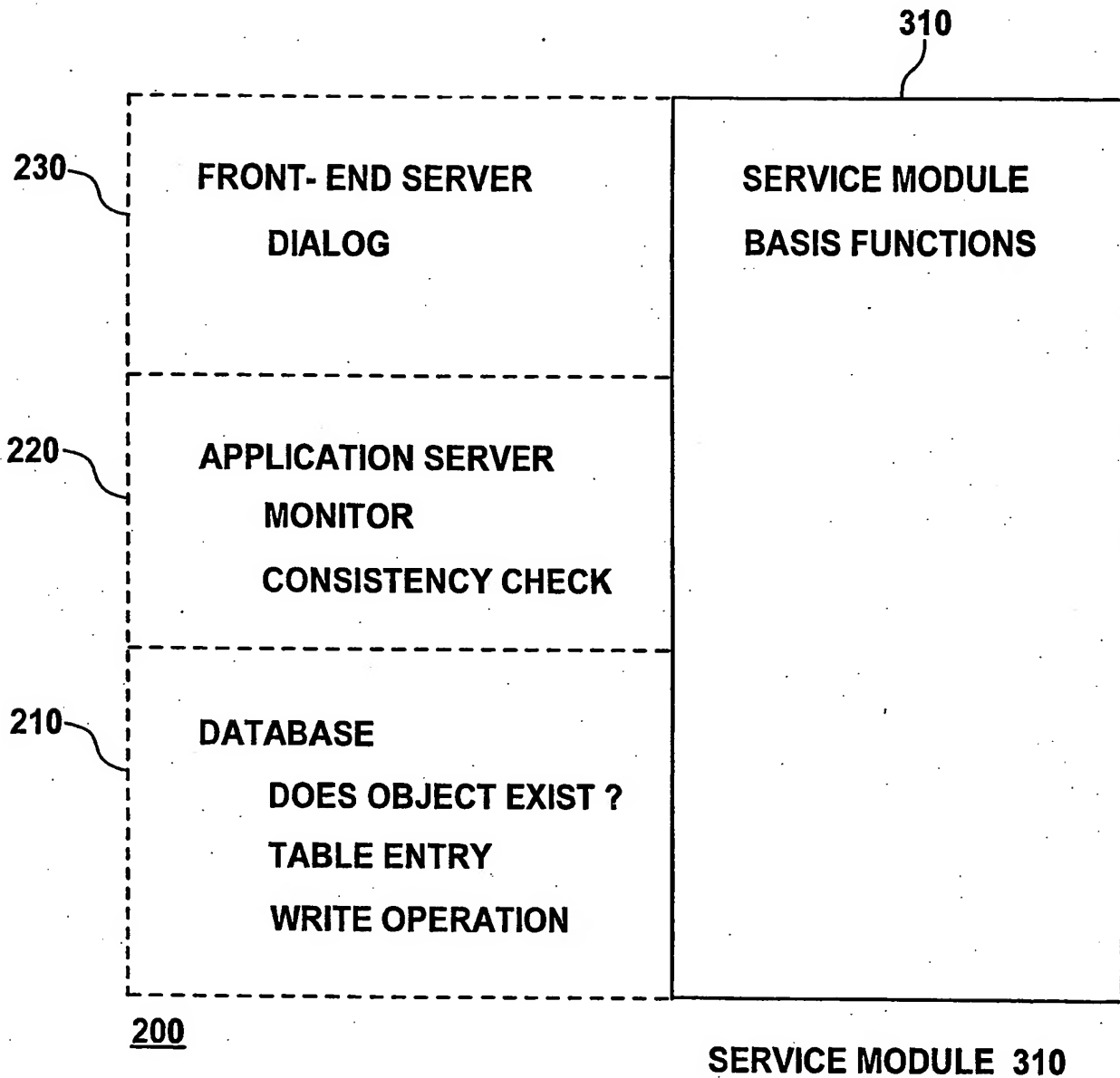
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COMPUTER SYSTEM 200/300

FIG. 2

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**FIG. 3**

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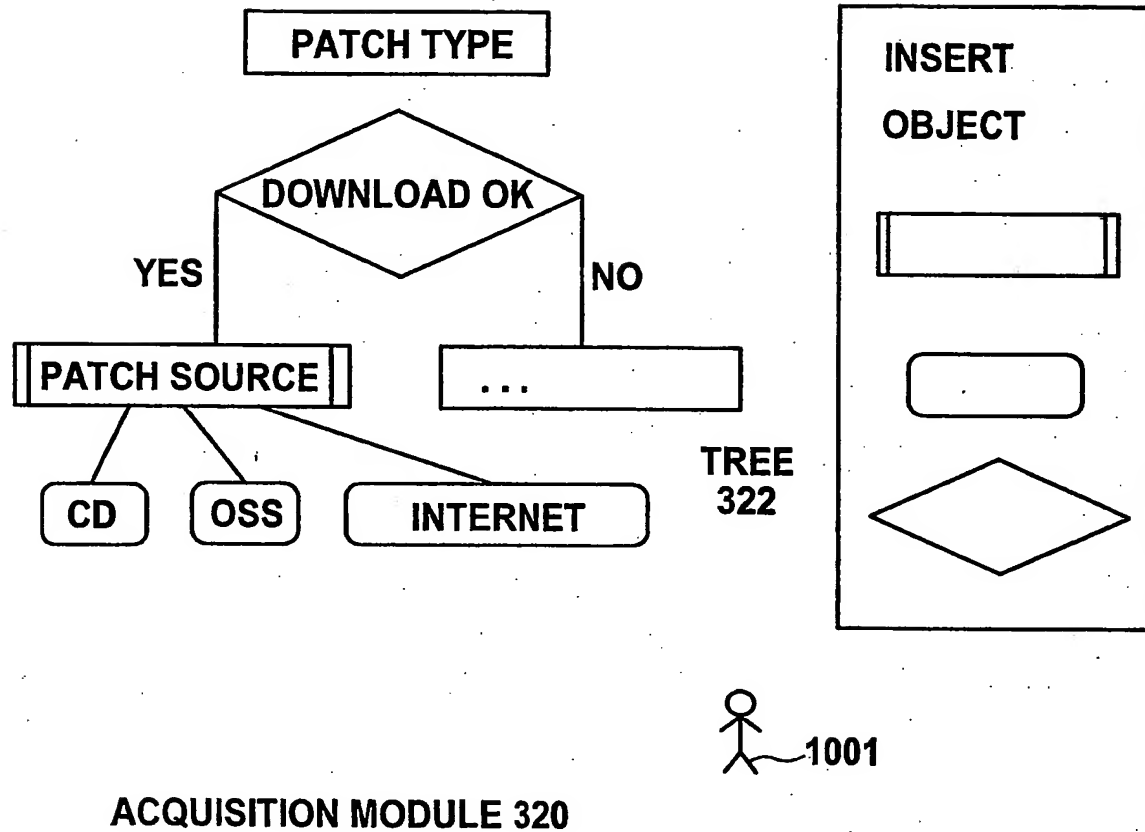


FIG. 4

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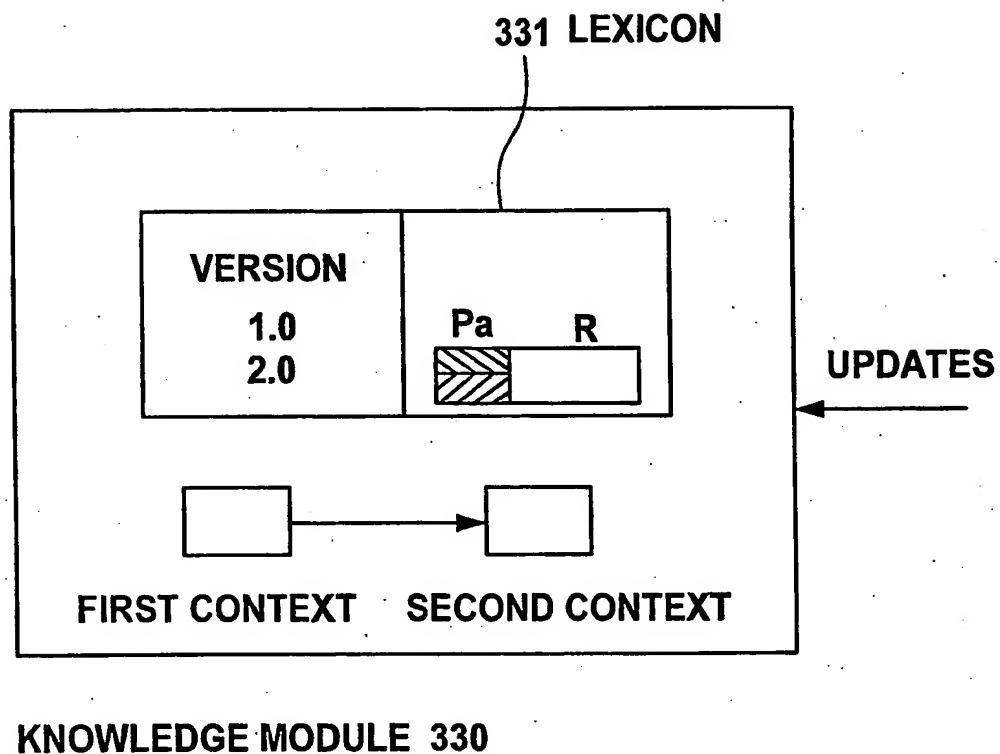


FIG. 5

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**SOLUTION IDENTIFIER**

**SET OF ADVICES**

**R TO APPLY**

**R1, R2, R3**

**R1, R21, R21, R31, R32**

**IF THEN**

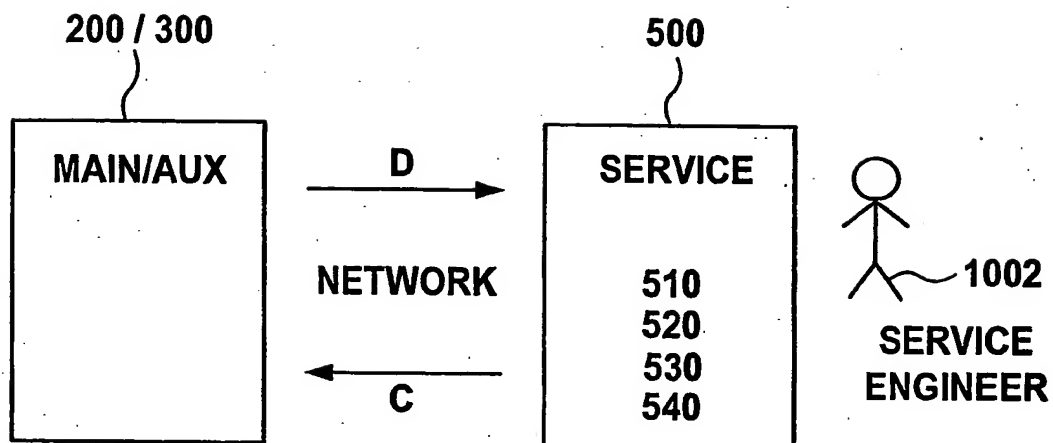
**Q1, Q2, Q3 RESERVOIR**

**LANGUAGE ANALYZER**

**INFERENCE MODULE 340**

**FIG. 6**

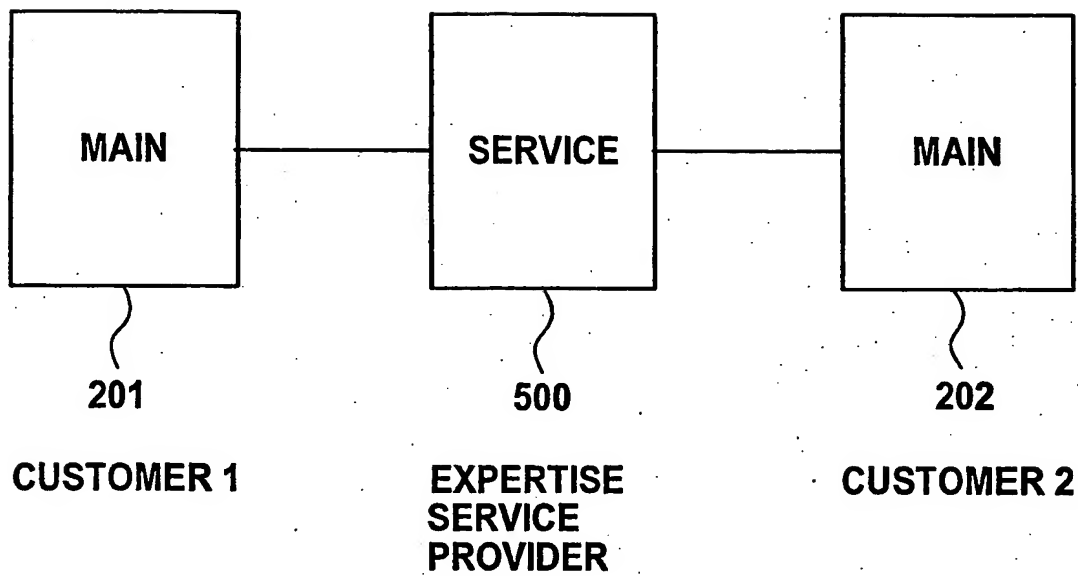
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FIRST DISTRIBUTED SYSTEM LANDSCAPE

FIG. 7

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**SECOND DISTRIBUTED SYSTEM LANDSCAPE****FIG. 8**



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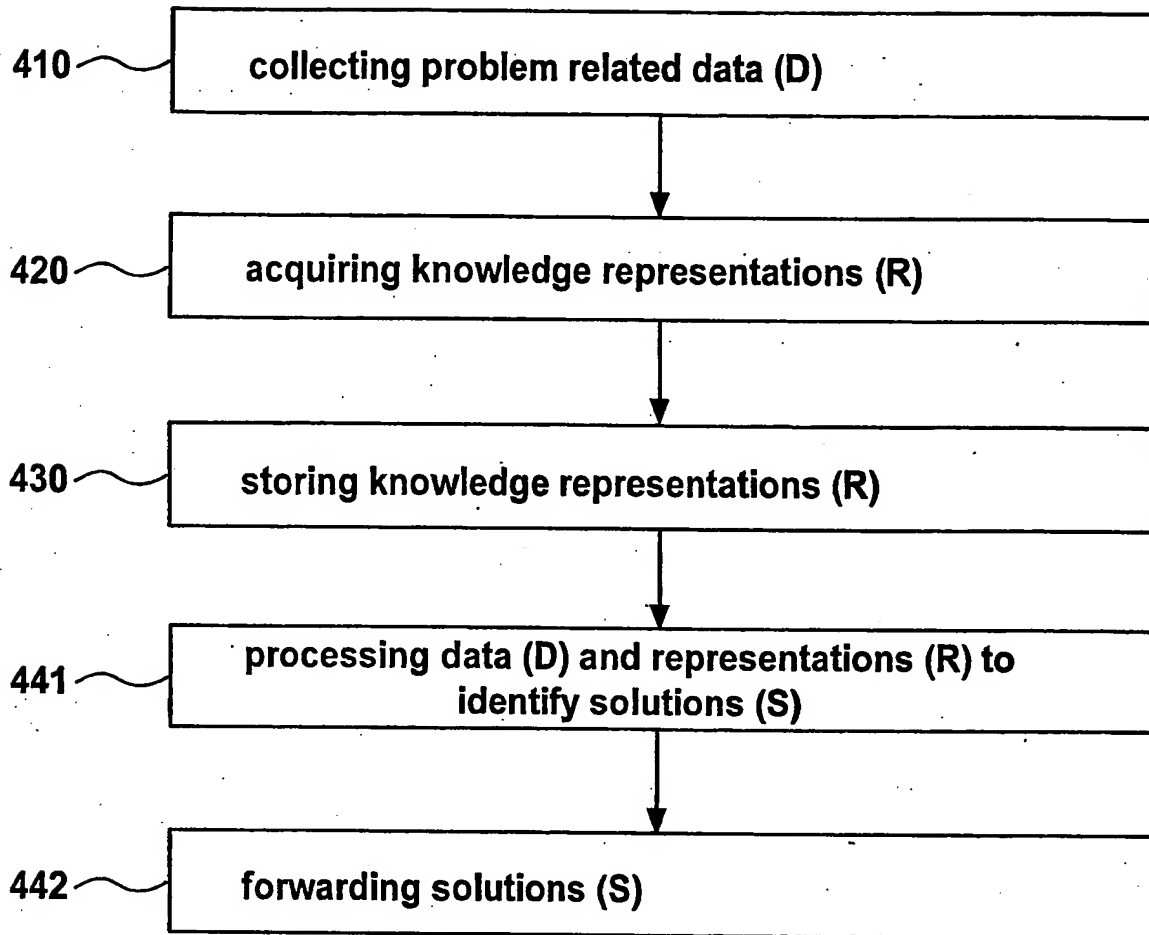
400

FIG. 9

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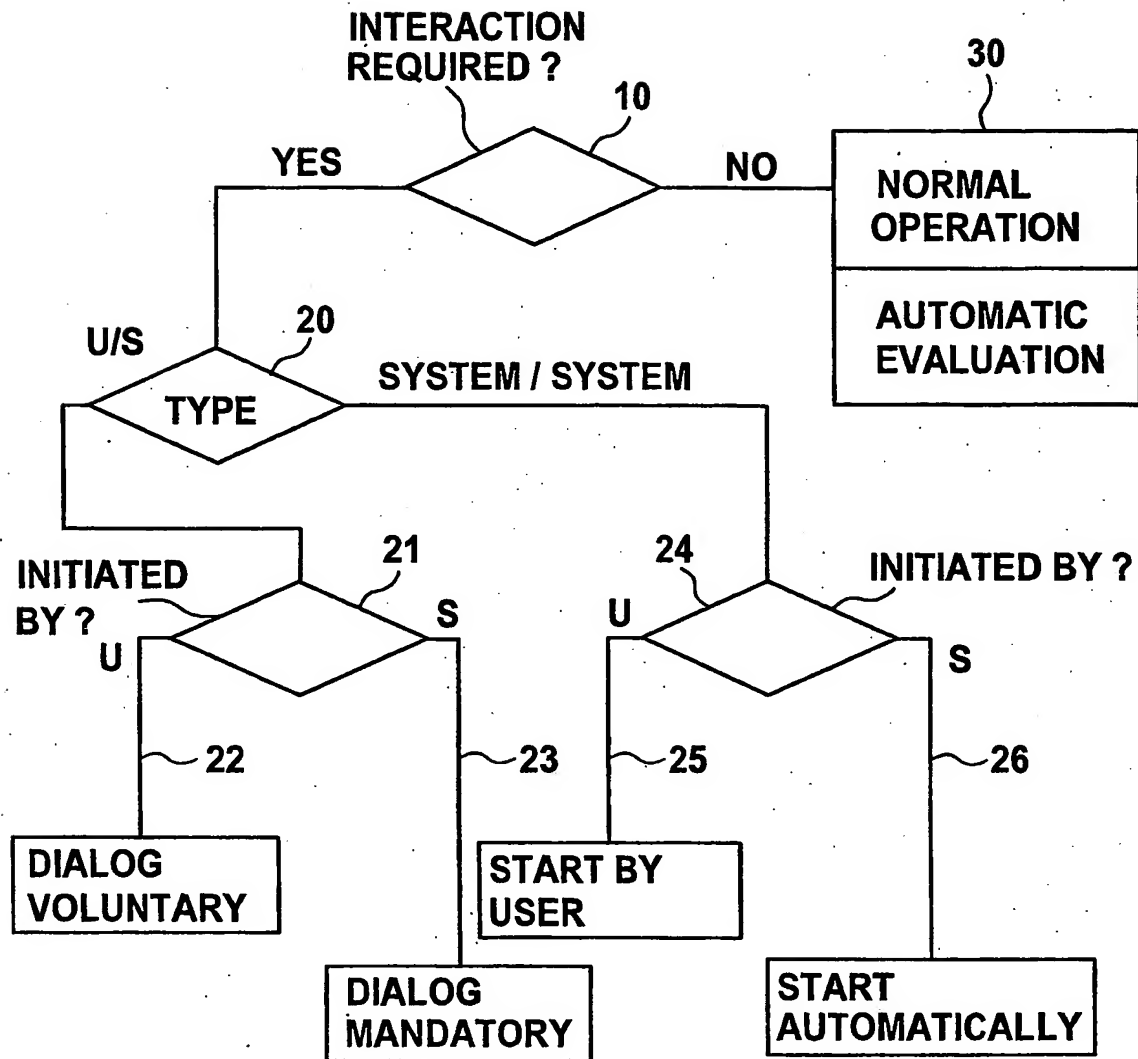


FIG. 10

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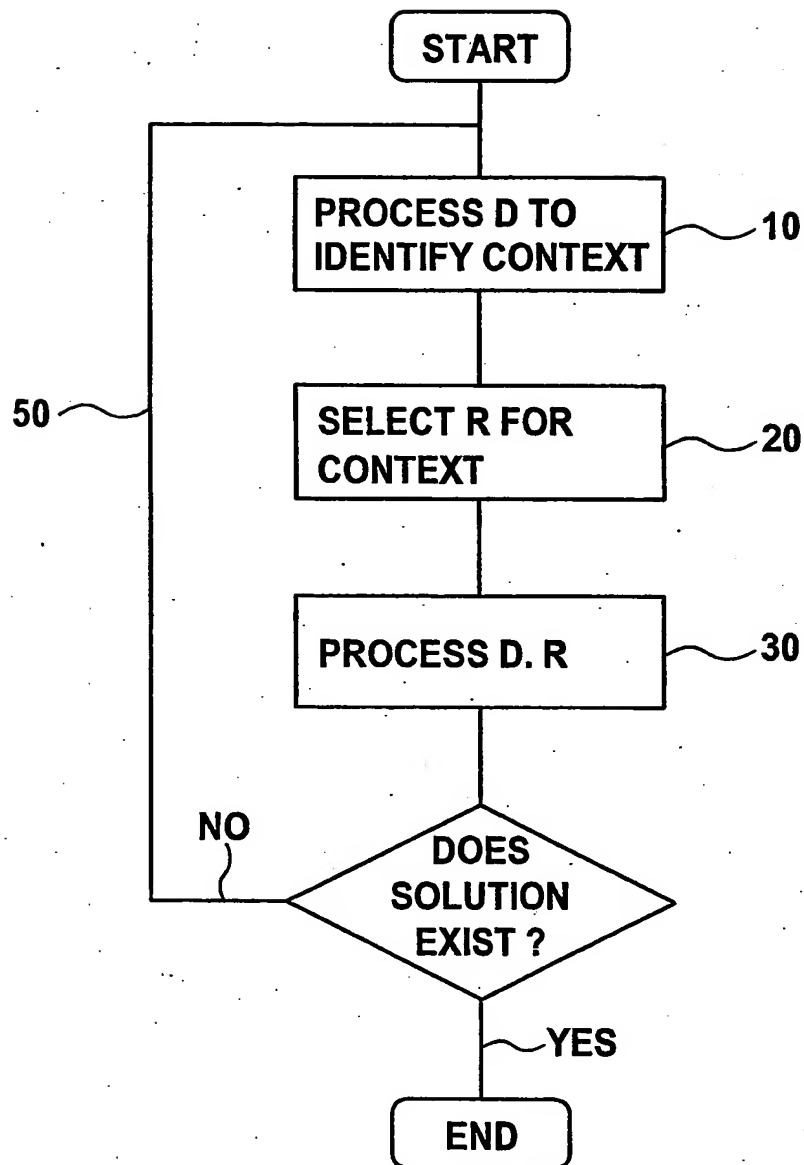


FIG. 11

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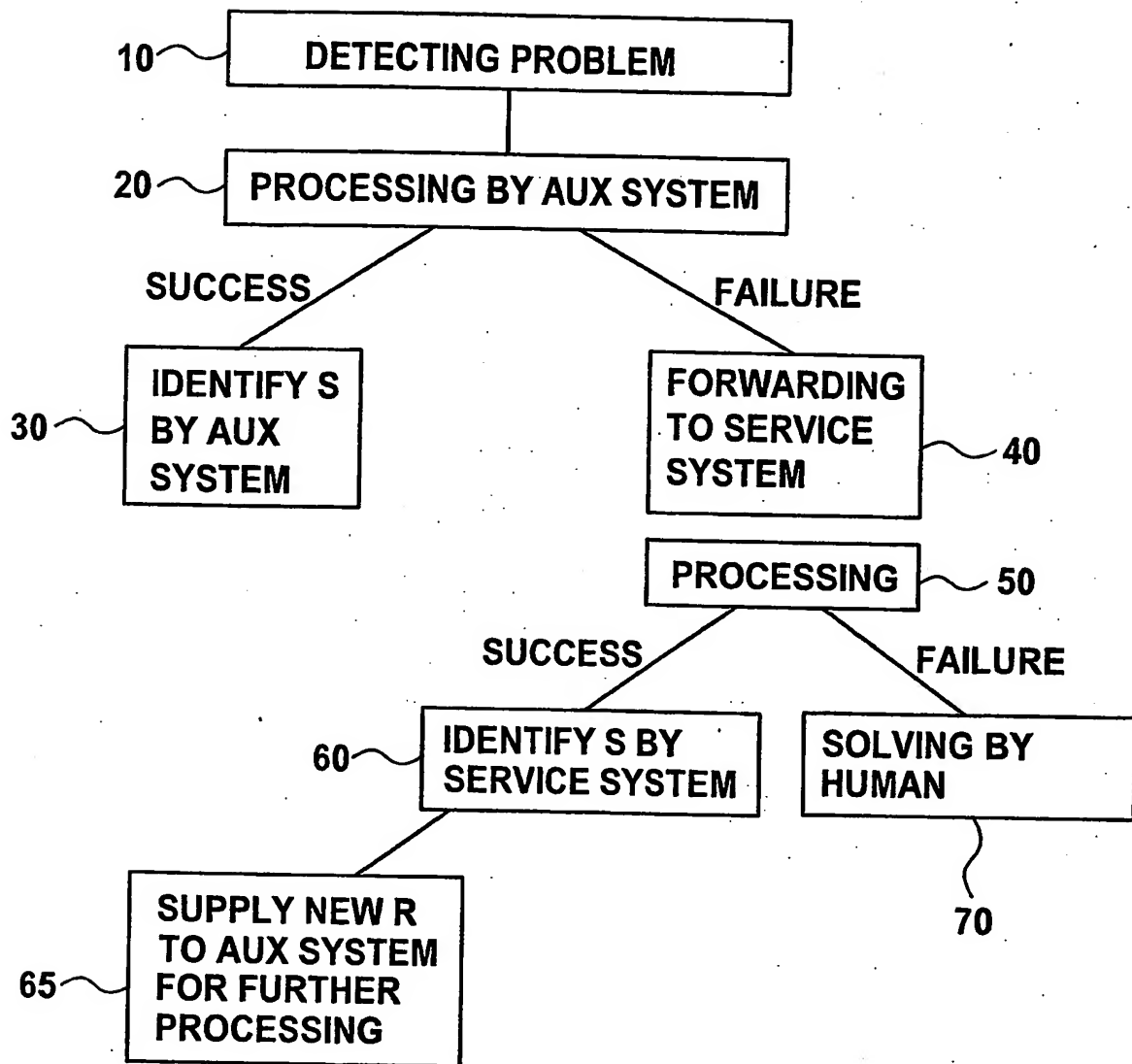


FIG. 12

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MAIN SYSTEM 200 REPORTS P	USER 1000 INITIATES DIAGNOSIS MAIN SYSTEM 200 REPORTS P
AUX SYSTEM 300 COLLECTS D	AUX SYSTEM 300 PROCESSES D BUT DOES NOT IDENTIFY S
AUX SYSTEM DETECTS PROBLEM ENVIRONMENT AND ENHANCES D	USER / EXPERT DETECT PROBLEM ENVIRONMENT
PROCESSING D, R PROBLEM ANALYSIS	
SOLUTION S	ENHANCED D
	FORWARDING TO SERVICE SYSTEM 500

FIG. 13

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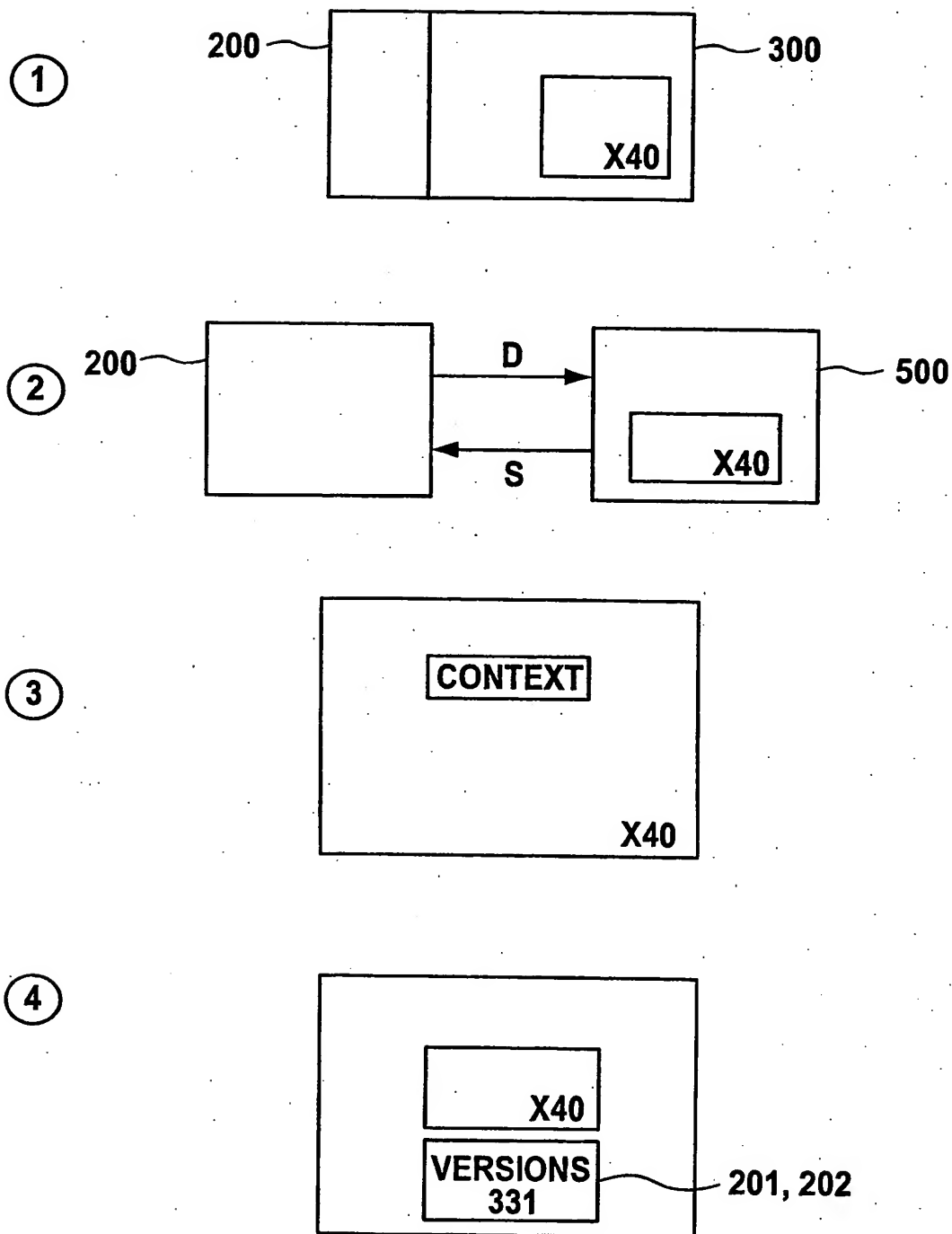


FIG. 14

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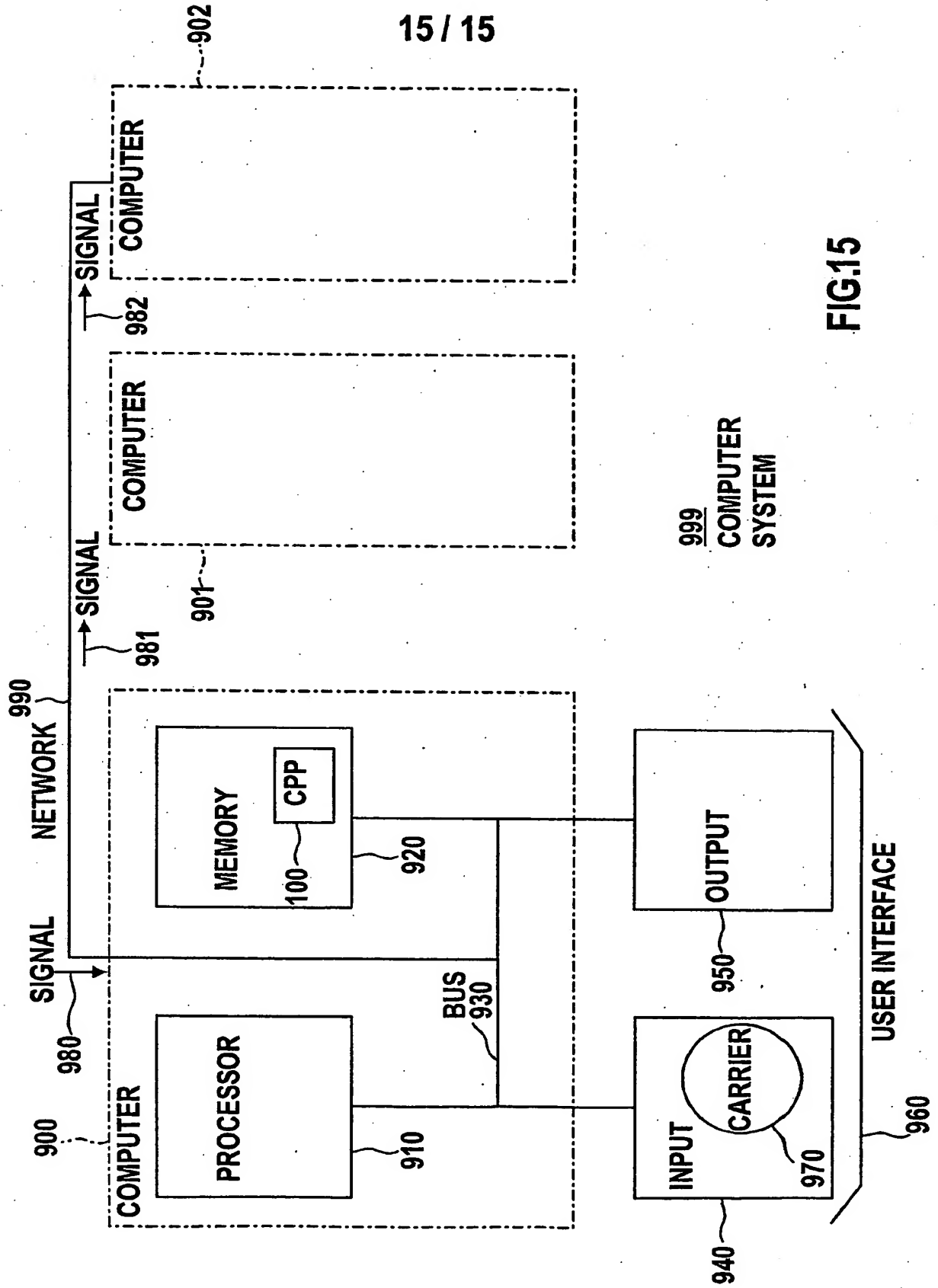


FIG.15